



PERFORMANCE MEASUREMENTS FOR EMERGENCY CALL PROCESSING FOURTH QUARTER 2011

The Lincoln Emergency Communications Center is dedicated to providing the best service possible to all customers. The performance measurement program shall provide timely, accurate and useful information regarding the quality and efficiency of service and is a component of outcome based budgeting adopted by the City of Lincoln. Information gathered is evaluated and reviewed in a continuous effort to improve customer service and operations. Performance measurement is also one of over 200 standards required by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Lincoln Emergency Communications Center has been accredited by CALEA since 2002.

The Lincoln/Lancaster County 9-1-1 Communications Center collects and reports statistics on a monthly, quarterly, and annual basis reflecting the various calls; their incoming source (landline, wireless, or VoIP), and duration (ring time before answer and length of call). PlantCML MagicXL software provides detailed reports on line usage, ring time, call duration, call abandonment and other data related to telephone reporting.

Call receiving performance is measured in three ways. The first is the overall Center EMD average compliance score with a goal of 90% compliance. The second is a monthly average of 40 seconds or less for the "Time Received" to "Time Dispatched" on all ECHO medical responses (the highest level of medical response). The third is call duration. All of these are indicators of the level of service being provided from call handling to dispatch.

All data is reported monthly and quarterly and is a component of our Annual Report. Review of this period's performance measures did not indicate any need for policy revision, training or remedial action.

TOTAL CALL COUNTS AND SOURCE BY MONTH

MONTH	TOTAL INBOUND	WIRELESS 911	LANDLINE 911	VOIP 911	LANDLINE (6000)	LANDLINE (OTHER)	TOTAL LAND LINES	PRIVATE LINES/ OUTBOUND	RINGDOWNS
OCT	29941	5118	1814	309	18672	4028	22700	4626	1187
NOV	27575	5020	1702	278	16537	4038	20575	4325	1045
* DEC	24331	5348	1763	337	13598	3285	16883	3635	955
TOTAL	81847	15486	5279	924	48807	11351	60158	12586	3187

* Includes counts obtained manually from Windstream router data while at the Backup Center Dec 13th thru Dec 20th: 1196 Wireless, 475 Wire line, 99 VoIP



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ABANDONED 911 INCOMING CALLS BY SOURCE

Monthly average 911 call abandonment rate is gathered utilizing PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Abandonment is a good indicator of the level of service being provided. An increase in abandoned calls or "hang up" calls can indicate a need for additional staffing during peak calling periods.

MONTH	SOURCE	COUNT	INCOMING CALLS ABANDONMENT PERCENTAGE
OCT	LANDLINE	436	
	WIRELESS	650	
	VoIP	32	3.73%
NOV	LANDLINE	412	
	WIRELESS	594	
	VoIP	23	3.73%
DEC	LANDLINE	307	
	WIRELESS	508	
	VoIP	32	3.48%
TOTAL		2962	
4th QUARTER AVERAGE			3.98%

911 RINGTIMES AND CALL DURATION

Monthly average 911 ring time (with an expectation of 10 seconds or less) and average call duration (with an expectation of 70 seconds or less) on all calls (wireline, wireless and VoIP) is also gathered using PlantCML MagicXL software and forwarded to the Communications Coordinator on a monthly basis. Call Ring Time and Call Duration are indicators of how quickly emergency calls are being answered and how efficiently they are being processed.

MONTH	SOURCE	AVERAGE RING TIME (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)	AVERAGE CALL DURATION (IN SECONDS)
OCT		6		
	LANDLINE		45	
	WIRELESS		89	
NOV	VOIP		126	86.68
	LANDLINE	5	72	
	WIRELESS		91	
DEC	VOIP		130	97.67
	LANDLINE	5	71	
	WIRELESS		96	
4th QUARTER AVERAGE	VOIP		110	92.33
		5.3		
				92.22



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NOT ALL MEDICAL DATA IS AVAILABLE AT THIS TIME.
CHARTS WILL BE UPDATED WHEN DATA BECOMES AVAILABLE.

EMERGENCY MEDICAL DISPATCHER (EMD) DEPARTMENTAL AVERAGE COMPLIANCE RATING

Monthly average EMD Compliance is based upon individual Emergency Medical Dispatch Quality (EMDQ) reviews performed by the Quality Assurance Coordinator. EMD is the process for screening all requests for Emergency Medical Services (EMS) resulting in prioritization of EMS calls resulting in the dispatch of the appropriate resources.

MONTH	COMPLIANCE
OCT	90.67%
NOV	92.02%
DEC	92.22%
4th QUARTER AVERAGE	91.64%

AVERAGE ECHO MEDICAL CALL DISPATCHING TIME

The Center's goal is a 40 second or less Call Received to Call Dispatch time on all Echo Medical responses. All responses not meeting this measurement are forwarded by the Communications Coordinator to the Quality Assurance Coordinator for Dispatch Quality Review, reporting and possible action.

MONTH	DISPATCH TIME IN SECONDS
OCT	24.39
NOV	30.32
DEC	34.92
4th QUARTER AVERAGE	29.88